

**REEMPLOYMENT SERVICES PERFORMANCE REPORT
PROGRAM YEAR 2003**

STATE: HAWAII

DATE: SEPTEMBER 30, 2004

Ensuring that all unemployment insurance (UI) claimants receive the necessary services and assistance to become re-employed continues to be the driving force and goal of the Reemployment Services in Hawaii program. For Program Year (PY) 2003, we received \$307,783 to pursue this goal. Hawaii used the funds to enhance its direct labor exchange services for UI claimants through early intervention and intensive staff-assisted reemployment services through the One-Stop delivery system.

The Department of Labor and Industrial Relations' Workforce Development Division (WDD) offices on Maui, Hawaii and Kauai operate the One-Stop Centers. On Oahu, the WDD is a member of the consortium operating the One-Stop Centers. The WDD's management role in the One-Stop Centers ensures that UI claimants receive immediate and early intervention as UI claimants are identified as a target group eligible for priority services. UI claimants are offered staff assisted reemployment services starting at registration or at any time during their active status as a UI claimant. They have a variety of options that includes the use of the One-Stop Center resource rooms to search local and national job listings and receive immediate referral to job openings; assistance with preparing a resume; access to office equipment, internet connection, computer hardware and software, labor market information, job preparation workshops, and other community and partner supportive services. In addition to the services offered through the One-Stop Centers, UI claimants enrolled in the WDD Reemployment Services program are assessed, assisted with the development of an individual service plan (ISP), and provided counseling, case management, job development, job referral and related reemployment services based on the UI claimant's individual need.

For the period July 1, 2003 through September 15, 2004, a total of 817 UI claimants were enrolled in the Reemployment Services program and received a variety of reemployment services. We exceeded our goal of enrolling 603 UI claimants by enrolling an additional 214 UI claimants for services. The 817 UI claimants enrolled in the program, at a minimum, received services available through the One-Stop system and the reemployment services and activities provided by staff assigned to the program.

Reemployment Services staff assisted the UI claimants with finding a job by working with the employer community, assisting employers with their workforce needs and soliciting and facilitating the job matching process. The combination of the early intervention and intensive

reemployment services resulted in **476** UI claimants enrolled in the program entering employment or **58.3%** of all UI claimants enrolled in the program. In PY 2002, we accomplished an entered employment rate of **49.5%** or **292** UI claimants enrolled in the program.

As an agency, the WDD experienced a severe cut back of staff due to the reduction or elimination of funds in several programs during the past program year. Although the unemployment rate for Hawaii is below the national average, the numbers are deceiving. Many job seekers work multiple jobs to offset the lower wages and higher cost of living in Hawaii. Hawaii did meet its performance outcomes as set forth in our grant application for PY 2003 except for the number of UI claimants participating in job search activities. Comparing the data from the ES 9002 report for the quarter ending June 30, 2003 and June 30, 2004, there is a decrease of 5,140 (10.7%) active job seekers and 1,807 (6.6%) eligible claimants for the period ending June 30, 2004. The lower active participant count proportionately affected the job search activities count with a decrease of 1,193 (5.6%).

The positive outcomes achieved are:

OUTCOME	MEASUREMENT	DATA 7/1/03 - 6/30/04
Increase the Entered Employment rate of UI claimants by 5%	WDD Branch Ad Hoc Reports	476 UI claimants enrolled in the Reemployment Services program entered employment
Increase the number of UI claimants participating in job search activities by 5%	ES 9002 Report for Quarter ending 6/30/04	19,951 UI claimants participated in job search activities
Achieve a customer satisfaction rate of 70% of the total number of claimants in the program	Customer satisfaction survey results indicating satisfaction with services provided	98.2% customer (UI claimants) satisfaction rate
Achieve an employer satisfaction rate of 60%	Employer satisfaction survey results	ACSI score of 71.97